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Gulfjobseeker.com CV No:1569180

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**Personal Data** :

* **Gender :** Male
* **Marital Status** : Single
* **Languages** : English & Arabic

**Education** :

* **Faculty of commerce Tanta university ( 2008 – 2013 )**
* **Major** : Accounting
* **Grade** : Good

**Certificates** :

* **Excel For Accounting 2012**
* **Technical Analysis and Trading Tactics Program 2014**
* **Sales & Customer Service Skills 2014**

**Personal summary** :

**An Ambitious, Highly Motivated And Energetic Customer Service & Sales Executive With Excellent Communication Skills. Over 2 Years Sales Experience Of Working In Competitive Industries And Successfully Identifying, Developing And Managing New Business Opportunities Within These Markets.**

**Personal Skills** :

* Good inter-personal communication skills
* Remarkable experience in sales and marketing
* Ability to convey and explain information
* Ability to research, identify and develop solutions to problems
* Strong consultative, listening, and leadership skills
* Proven track record of achieving and exceeding targets
* Excellent computer and data entry skills
* Capable of functioning and thinking on many levels at a time.
* Can work effectively as part of a team & can drive & motivate a team to achieve a common goal
* Well-versed in MS Office, Internet & E-mail Applications including Accounting Packages
* Operating system: MS-DOS, Windows XP/ Windows 7 / Windows 8 / Windows 10 Ubuntu

**Work Experience** :

1. **CIB Bank**  Dec 2014 Till Dec 2015

**Position** Customer Service Representative

**Job Description :**

* Effectively manage large amounts of incoming calls
* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/team sales targets and call handling quotas

1. **Logaina Sharm Resort**  Aug 2011 Till Sep 2013

**Position** Customer Service Representative

**Job Description :**

* Respond promptly to customer inquiries
* Handle and resolve customer complaints
* Obtain and evaluate all relevant information to handle product and service inquiries
* Provide pricing and delivery information
* Perform customer verifications
* Set up new customer accounts
* Process orders, forms, applications and requests